

## ELIGIBILITY A-Z MANUAL REVISION

Revision #	<b>503</b>
Category / Section	<b>Complaints.</b>
Issued	<b>June 1, 2006</b>
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### REMOVE

Complaints – Entire Section.

### INSERT

Civil Rights and Complaints –  
Entire Section.

### Summary

#### **388-426-0005, Client Complaints**

- Amended rule to reflect current nondiscrimination policy for department programs and to include current contacts for complaints of discrimination for Food and Nutrition Service and the Department of Health and Human Services.
- Added information to draw distinction between complaints regarding a potential violation of civil rights and complaints about an action or decision made by someone in the department.

#### **Clarifying Information**

- Added information on the department's policy on equal opportunity and access.
- Updated information on how to address complaints of discrimination made to the department. The Investigations and Reasonable Accommodations Unit investigates claims of discrimination filed with the department.

#### **Worker Responsibilities**

- Updated guidance on how to address complaints including explaining why a decision was made and informing clients of their options.
- Modified section to more clearly identify the process for addressing complaints of discrimination including the requirement for each office to have and use the **discrimination complaints log** when someone has a complaint of discrimination.